

MEETING MINUTES

Project Name: IPRS	Doc. Version No: 1.0	Status: Final
---------------------------	-----------------------------	----------------------

Meeting Name: IPRS Core Team Meeting
Facilitator: Thelma Hayter, DMH
Scribe: Tiffany Bargemen
Date: 4/21/04
Time: 10 - 11 a.m.
Location: Crossroads, Conference Room 3

IPRS Core Team Attendees:

✓ Betty Cogswell
 ✓ Bobby Minish
 ✓ Cathy Bennett
 ✓ Cheryl McQueen
 Debra Haraway
 Deborah Merrill
 ✓ Gary Imes
 Joyce Sims
 ✓ Kellie Fessler
 ✓ Paul Carr
 ✓ Rick Debell
 ✓ Thelma Hayter
 ✓ Jeffrey Poole

Others:

Tim Sullivan
 Christie Harris
 ✓ David Coffman
 ✓ Sharlene Bryant

Attendees:

✓ Alamance-Caswell	Onslow
Albemarle	OPC
✓ Catawba	Pathways
Centerpoint	Pitt
✓ Crossroads	Riverstone
✓ Cumberland	Roanoke-Chowan
Durham	✓ Rockingham
✓ Eastpointe	✓ Sandhills/Randolph
Edgecombe-Nash	SE Center
Foothills	SE Regional
✓ Guilford	✓ Smoky Mountain
✓ Johnston	Tideland
Lee-Harnett	✓ VGFW
✓ Mecklenburg	Wake
✓ Neuse	✓ Western Highlands
✓ New River	Wilson-Green

Agenda:

Item No.	Topics
1.	<p>Division and EDS Review</p> <p>Review April 16th checkwrite results</p> <p>Upcoming checkwrites: April 30, May 7, 14, 21</p> <p>Betty Cogswell: Update on ACTT-Methadone Administration Services</p> <p>BugCentral Status</p> <p>Key CSRs</p> <p>Operations Support - File Maintenance, Security, and Help Desk</p> <p>Action Items</p>
2.	<p>Area Programs</p> <p>Roll Call</p> <p>Review April 16th checkwrite results</p> <p>Questions/Comments about upcoming checkwrites: April 30, May 7, 14, 21</p> <p>Agenda items</p> <ul style="list-style-type: none">• Approve 4/7/04 minutes for posting• IPRS questions or concerns• Medicaid questions or concerns• Tim Sullivan & Christie Harris - Update on ACTT-Methadone Administration Services Value Option Letters-approval letter – service is denied• Any other area program questions/comments• DMH and/or EDS Concluding Remarks

ADMINISTRATION NOTES (10 a.m. DIVISION AND EDS REVIEW)

Item No.	Topics
1.	<p>Questions/Comments about Upcoming Checkwrites:</p> <p>Paul and Betty discussed 537 EOBs (vast majority is YP180). Betty said she has received a few calls and told them that DMH has not covered them for last 2 years. They may have been covered during pilot phase but not after IPRS was rolled out. Paul said there were only 38 of those claims for the entire checkwrite.</p> <p>Everyone read Paul's e-mail about the router. Around a quarter of the claims submitted were affected by the routing error. The claim volume was normal. Paul will let the APs know we're looking into some way to provide them with which claims were affected.</p> <p>Thelma asked for an update on jail diversion. Although the issues has not been resolved. Team agreed to remove it from the actions item list.</p> <p>Western Highlands merger is complete, so it will be removed from Action Items list.</p> <p>Betty's name will be added to TPA action item.</p> <p>Team agreed to vote on canceling next week's Core team meeting due to FARO.</p> <p>Betty and Cheryl discussed question from AP regarding beginning and end dates on target pop dates.</p>
2.	<p>Update on ACTT-Methadone Administration Services: Betty will discuss Methadone during AP meeting. She said the memo is written and DMA just has to send it to EDS. The change can be processed as soon as EDS receives the memo. She assumes it will go into effect by the next checkwrite.</p>
3.	<p>Bug Central Status: Bobby said there are five.</p>
4.	<p>TPA: There are 2 remaining Area Programs to send in their TPA.</p>
5.	<p>Key CSRs: N/A</p>
6.	<p>Operations Support – File Maintenance, Security, Help Desk:</p> <p>If Thelma receives a bounced back e-mail from someone that is no longer at an AP, she will call Jamie Herubin/ Security Administration.</p>

ADMINISTRATION NOTES (10:30 a.m. AREA PROGRAMS CONFERENCE CALL)

Item No. Topics

1. **Roll Call** (See page 1 for meeting AP participants) (Please mute phones or refrain from excess activity to help with communications.)
Reviewed April 16th checkwrite results
2. **Questions/Comments about upcoming checkwrites April 30, May 7, 14, 21:**
N/A
3. **4/7/04 meeting minutes:** Betty sent a few suggestions for changes to minutes. Thelma will address.
4. **IPRS questions or concerns**

Q (Crossroads): I read in the paper that the contract to process Medicaid claims was awarded to another company. What is impact to IPRS?
A (Thelma): Joyce spoke to this in last week's meeting. She said that Medicaid services will be provided by EDS until July 2006. That is all we have for now.

Q (Catawba): When will the 1993 account be paid out and the TNC settlement paid out occur?
A (Rick): It will probably be mid-May when the budget office starts reviewing the TNC reporting. Settlement will be outside of IPRS. The funds may be available by early June, but this had not been confirmed. 1993 – We have had action, and it looks positive. Probably by next week, we will have something definitive.

Q: Unable to get to IPRS Online.
A (Paul): Internet down (outgoing), but we were unaware that incoming was having trouble. We will distribute an alert.
5. **Medicaid questions or concerns**

Q (Western Highlands): Question about Medicaid RA that came back from 4/13 checkwrite with no unique ID or client numbers. We did not submit anything for that week. What happens when claims are pended or pended and eventually paid come back without unique number of client number? We send unique ID number with records, but it's not coming back so we cannot link with particular claim. It did not send back medical record number either. Have claim number but that is no good because we cannot post the correct information. This has happened in past, but not with as many claims.

A (Paul): We are aware of the problem and it is being looked at. It may be that 835s need to be regenerated, but we are not sure. We will follow up.

Q (Smoky Mountain): Was there a problem Wednesday night with the translator loading files? I had multiple files and got the 997s back. One did not look right. I called and talked to Tim, but it does not look like it actually loaded the other four files. The translator read them but it didn't processed them (Eastpointe had same issue.)

A (Paul): Problem was related to the alert sent out last night. We had an issue beginning Wednesday with router incorrectly sending claims to Medicaid, so it could be that we received the files Wed, translated, but they actually routed to Medicaid.

Q (Guildford): Could the claims routed be YP claims?

A (Paul): The problem was with shared procedure codes with Medicaid.

Q (Guildford): We are having an extreme amount of pended claims. 851 claims, for example, have been sitting for 2 weeks, and budgets are closed, but they were YP claims. I am confused. For some claims, we do not get back a 277 to look at, and Medicaid ECS is telling us that we need to wait for

ADMINISTRATION NOTES (10:30 a.m. AREA PROGRAMS CONFERENCE CALL)

Item No. Topics

paper claims. Then, if I am sure I have pended Medicaid claims, we should call back. We are not getting a 277 from Medicaid. Last week for April 13th checkwrite, we did not get any 277.

A (Paul): The claims that were suspended in IPRS that had a shared procedure code came off this week and went to Medicaid. If the claims were in the checkwrite before last, with EOB 8800 state were rerouted.

Cheryl discussed 8800 and routing to next pop group.

(Eastpointe): I called and reported YP500 was missing.

Q (Crossroads): Will the claims be reprocessed?

A (Paul): The majority of claims were suspended in Medicaid cycle, so they will be pick back up the following chechwrite and reroute correctly. There are some out there that denied in Medicaid, and we are looking at bringing them back in same cycle in 2 weeks. We are also looking into identifying affected claims and reporting them back to affected APs.

We have put something in place that if it happens again, we will know before check write cycle starts.

Q: Question related to Medicaid and verifying insurance information: Is EIS not up to date?

A (Coffman): I cannot speak for EIS system, and I do not know where information comes into our system. We can look up online to see if someone has other insurance.

Q (Western Highlands): Is there a way to pull report for those - something that shows other eligibility?

A (Coffman): No, but we will look into it.

Q (New River): We have had a lot of dup claims that have actually paid through Medicaid. Is there not an edit anymore to catch those? All are new procedure codes that were Y-codes before 1/1/04. (VGFW is having the same problem).

A (Coffman): Will check. Will need APs to send examples to Tim Sullivan.

Q (Crossroads): We have it also, but first time submitted it went under our Medicaid number, and second time may have changed because with all provider numbers, goes out second time as different provider numbers.

A (Paul): Not duplicate since different provider number.

Q (Neuse): When Medicaid has ycode and services like case management or CBS services, they actually paid when there was third party primary. Now do those services have to be billed to third party payer for denial before submitting paper claim? (same issue in Rockingham)

A (Coffman): We will research.

ADMINISTRATION NOTES (10:30 a.m. AREA PROGRAMS CONFERENCE CALL)

Item No.	Topics
----------	--------

- | | |
|----|---|
| 6. | <p>Betty Cogswell provided update on ACTT - Methadone Administration Services: We got Carol's approval. They will eliminate concurrence between ACTT and Methadone Administration (H0040 and H0020) for Medicaid. Memo says effective immediately. Memo will be emailed to IPRS Coordinators as soon as it is signed.</p> <p>Coffman: Regarding updates on value options testing, we have no recent examples of any of that. Everything we received applied a while ago, according to Tim. We need current examples.</p> <p>Coffman: Tim is asking for recent examples (Catawba sent examples to Christie a few weeks ago). Will follow up to see if recent enough.</p> <p>Q (Neuse): J3490 was this covered in last week's meeting? This is a new drug - there was question about how to bill it. Medicaid was telling us that as APs we did not have authorization to bill it.</p> <p>A (Betty): There are no plans to add jcode to IPRS. All we are paying for is methadone. Is that one of the new generation drugs?</p> <p>Q (Neuse): It came out in a Medicaid bulletin, so we started checking it out. Doctors were going to try to get the medicine to use on their patients. The March or April bulletin mentioned manually entering information. There was even a rate but was not one we thought we would be able to bill. Not sure which bulletin it was in.</p> <p>A (Catawba): April Medicaid bulletin.</p> <p>Core Team attendees voted to cancel next weeks meeting 4/28 due to the FARO conference.</p> |
| 7. | <p>Any other area program questions/comments</p> <p>N/A</p> |
| 8. | <p>DMH and/or EDS Concluding Remarks</p> <p>Again, next week's meeting 4/28 is canceled due to FARO, and we will meet again the week after 5/5.</p> |

Action Items

Item No.	Open Date	Description	Assigned To	Comments	Status	Target Date
AI3.	10-22-03	Area Programs that have not sent their consolidated TPA-Durham and Foothills.	Betty Cogswell Paul Carr	Betty will follow up with AP at FARO.		

Issue Items

Item No.	Open Date	Description	Assigned To	Comments	Status	Target Date
II1.						